

Author Full Name : Anonymous

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Comments Received :

Supporting Statement A:

3. VTP has not complied with terms of clearance from 07/17/2017.
https://www.reginfo.gov/public/do/PRAViewICR?ref_nbr=201604-2900-019#

They have not provided screen shots/images of the kiosk/mobile technology/BTSSS.

"If this is an electronic application, you must provide screenshots of the entire online form."

Add BTSSS URL: <https://dvagov-btsss.dynamics365portals.us/>.

VA Form 10-3542 is *not* modernization.

4. VTP's VOA is an exact duplication of information collection by BTSSS and the VA Form 10-3542.

VTP has not described why the VOA is required or why the information collection performed by the BTSSS and other VHA systems cannot be used or modified for the purposed described in item 2 above.

VTP already stated in tem 2, "The claim includes a penalty statement and a statement indicating the claimant has traveled at their own expense and not used Government or cost- free resources for this purpose."

The statement also says, "I certify that the above information is correct."

This means the appointment was completed, service were recieved.

Add "I have received the services for the appointment related to this claim." to the certification on the VA Form 10-3542 and BTSSS if it makes you feel better.

Why does VTP trust the provider, but not the beneficiary?

Item 2 of this SSA identifies *five* data elements and *only five* data elements:

Identity, addresses, dates, other than mileage, signature.

"If the same or similar information is available, describe why it cannot be used or modified for the purposes described in item 2 above."

7. VTP says, "There are no such special circumstances."

Yes, there are. Information collection may be performed monthly, weekly, daily, hourly or by the minute; whenever a new claim is submitted.

VTP says,"The information will be *voluntary*..."

The information collection is *not* "voluntary", it is *required to obtain a benefit*.

8. A 60-Day FRN for ths ICR was *not* published on Tuesday, March 5, 2024.

VTP says, "VA meets with Veteran Service Organizations and public advocacy organizations on a regular basis..."

Name the VSO's and public advocacy organizations.

Did you notify them about this ICR?

Why not?

Provide frequency of meetings.

Provide verification of meetings.

9. VTP says, "The BT mileage reimbursement program is established in 38 U.S.C. Section 111..."

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The very first sentence must be, "This information collection is required to obtain a benefit.

'12. VTP did not provide separate hour burden estimates for each form and by method of submission, and do not follow the instruction to "aggregate the hour burdens in Item 13."

Add and specify the time it takes to log on to the BTSSS, to enter data, attach document(s) and submit the claim, check the status of the claim, and the time for electronic messaging, telephone calls and letters to the local BT to resolve the claim.

BTSSS does not provide any notification when claim status changes.

BTSSS "Rejection Letters" do not identify the claim number being rejected.

"Indicate the... annual hour burden, and an explanation of how the burden was estimated "